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A subsidiary of Pinnacle West Capital Corporation

David J. Rumolo  
Manager  
Regulation and Pricing

Tel. 602-250-3933  
Fax 602-250-3003  
e-mail [David.Rumolo@aps.com](mailto:David.Rumolo@aps.com)

Mail Station 9708  
PO Box 53933  
Phoenix, Arizona 85072-3933

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2006 JAN 30 P 4: 56

AZ CORP COMMISSION  
DOCUMENT CONTROL

January 30, 2006

Mr. Ernest Johnson  
Director, Utilities Division  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007

RE: AUTO-DIALER PILOT PROGRAM JANUARY 2006 QUARTERLY REPORT, SETTLEMENT  
AGREEMENT PARAGRAPH 32 (f) AS REQUIRED BY DECISION 68112  
DOCKET NO'S. E-01345A-04-0657 AND E-03145A-03-0775

13

Dear Mr. Johnson:

Pursuant to Paragraph 32(f) of the Commission-approved Demand Estimation Settlement, APS changed its procedure of using an auto-dialer to attempt customer contact when the account had experienced consecutive months of estimated reads due to no-access. The change was the creation of a pilot program to call customers after the second consecutive estimated read instead of the third. This pilot went into effect in June of 2005. Calls are attempted between 1 and 4 days prior to the customer's scheduled meter read date.

The attached page shows the numbers of two- and three-month consecutive estimated reads due to customer-controlled no-access for the second quarter immediately following the change to the auto-dialer procedure.

At this time there is not enough information to evaluate the effectiveness of the auto-dialer program. APS will continue to evaluate the results in an effort to measure the effectiveness of the program.

If you have any questions please feel free to call me at 602-250-3933.

Sincerely,

David J. Rumolo  
Manager  
Regulation and Pricing

Attachment

DJR/jms

cc: Brian Bozzo, Compliance Officer  
Docket Control, original plus 15

# ACCOUNTS WITH 2 OR 3 CONSECUTIVE MONTHS OF NO ACCESS TO METER

## 4th Quarter 2005

CYCLE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	TOTALS
<b>October 2005</b>																						
2nd Consecutive Month of No Access	32	39	NA	13	36	31	22	50	39	49	NA	35	45	52	36	28	20	38	46	51	24	686
3rd Consecutive Month of No Access	14	15	9	11	16	15	9	24	17	10	13	12	19	20	19	16	6	15	23	20	14	317
<b>November 2005</b>																						
2nd Consecutive Month of No Access	26	40	33	23	30	42	29	48	33	21	24	84	53	39	54	38	30	44	48	37	34	810
3rd Consecutive Month of No Access	12	11	15	9	9	17	9	15	19	5	6	7	19	17	19	17	15	17	21	16	16	291
<b>December 2005</b>																						
2nd Consecutive Month of No Access	38	22	31	20	24	41	23	49	43	25	28	NA	48	47	40	43	27	35	54	51	32	721
3rd Consecutive Month of No Access	11	10	11	9	9	14	9	19	16	6	8	17	21	23	15	13	11	14	19	16	9	280